Emergency (Police, Fire, or Ambulance) Call 911 and/or push 1 or 2 panic buttons in house for police

Massachusetts State Police: 584-3000

Help with transportation 1 (800) 323-4673 (New Hope)

Note: All area codes are 413 unless otherwise noted

Crisis Intervention

For people who need psychiatric counseling, hospitalization, or who are suicidal or homicidal

Emergency Services (Service Net)	Northampton	586-5555 or 800-322- 0424
Mt. Tom Mental Health Center	Holyoke	536-2251 or 800-437- 5922
Consortium Emergency Services	Springfield	
Psychiatric Emergency Services	Springfield	
Clinical & Support Options, Crisis Services	Florence	586-5555
Domestic Violence Shelters:	<u>Hotline</u>	Business Line
Safelink (multilingual services)	877-785-2020	(Mass. Statewide Shelter Hotline)
Safe Passage (Northampton)	586-5066	586-1125
National Domestic Violence Hotline	800-799-7233	
Womanshelter/Companeras (Holyoke)	536-1628	538-9717
YWCA (Springfield)	733-7100	732-3121
New Beginnings (Westfield)	733-7100	562-5739
Elizabeth Freeman (Pittsfield)	443-0089	499-2425
NELCWIT (Greenfield)	772-0806	772-0871

General Resource Referral Service

Community Resources & Help

800-339-7779

545-0800

Hospitals

1. GUUIGY DIGNITIOUTT TUODILAI TNUTHAITIDIUT 302-2000	1. Cooley Dickinson Hospital	Northampton	582-2000
---	------------------------------	-------------	----------

2. Baystate Medical Center Springfield 794-0000

Rape Crisis Hotlines

Department of Transitional Assistance - DTA

Center for Women and Amherst
Community

Holyoke 552-5400

Springfield 858-1000 (Liberty St.)

Homeless Shelters: Closed (only accept referrals from welfare dept.)

Jessie's House	Amherst	658-0060
Prospect Street Shelter	Springfield	737-5518
Loreto House & others (only referrals from hospitals)	Holyoke	533-5909

Homeless Shelters: Open (take referrals directly from individuals)

Grove Street Inn	Northampton	586-6001
Interfaith Emergency Shelter (43 Center St.)	Northampton	585-1300
Greenfield Family Inn	Greenfield	774-6382
Worthington House (women only)	Springfield	732-3069
Worthington House (men only)	Springfield	732-3069
The Samaritan Inn	Westfield	568-3122
Groundworks Drop-In & Shelter	Brattleboro, VT	802-257-0066

Transitional Shelter for Single Women

Annie's House Springfield 747-5384

Substance Abuse Homeless Shelters (for women and their children)

Grace House 413-586-8213 (closed referral from DPH)

Substance Abuse

Hampshire Alcoholism & Addictions Recovery Team (HAART)	Northam	pton	586-8550
2. Massachusetts Prevention Center	Northam	pton	586-6598
3. Alcoholics Anonymous	Holyoke		532-2111
4. Narcotics Anonymous	Pittsfield		443-4377
5. Alcohol & Substance Abuse Programs	Holyoke		539-2981
6. My Sister's House (women only)	Springfie	eld	733-7891
7. Alcohol Treatment Centers	24 Hour	Hotline	800-234-0420
8. Alcohol Abuse Addiction – Information & Treatment	24 Hour	Hotline	800-462-1460
9. Beacon House for Women	Greenfie	ld	773-1705
10. Beacon House for Men	Greenfie	ld	773-1706
11. Northern Hope Center & The Franklin Recovery Center	Greenfie	ld	413-733-1423 or 413-737-2439
12. Department of Public Health Bureau of Substance Abuse Services	HELPLIN	NE	800-327-5050
Legal Ass	istance &	the Courts	
Victim/Witness Assistance		Northampton	586-5780
2. Victim/Witness Assistance		Greenfield	772-6944
3. Greater Boston Legal Services		Boston	617-371-1234
4. District Courts		Northampton Holyoke Springfield	548-7400 538-9710 748-8600

	Chicopee Palmer	598-0099 283-8916
5. Pioneer Valley Legal Associates	Springfield	781-0402
6. Mass. Commission Against Discrimination		739-2145
7. Visitation Center YWCA	Springfield	732-3121
8. Community Legal Aid	Northampton	584-4034

Counseling Services

1. Center for Women and Community	Amherst	545-0883/545-0800
2. CIRCA	Northampton	586-6471
3. Casa Latina	Northampton	586-1569
4. Service Net	Northampton	584-7329
5. Psychological Services Center	Amherst	545-0041
7. The Cooley Dickinson Hospital - Partial Hospitalization Program	Northampton	586-8550
8. Child and Family Services - Franklin and Hampshire Counties	Greenfield	774-6252
9. Pioneer Valley Warm Line (for people with mental illness but not in crisis)		747-8658 (Wed-Sun 6pm-12am)
10. CHD Outpatient Behavioral Health Services	Greenfield	774-6252

Children's and Parenting Counseling

Goodstart Programs	MSPCC	532-9446
Kid's Net	MSPCC	532-9446
River Valley Counseling Center	Holyoke	540-1234
Child Guidance Clinic	Springfield	732-7419

Child & Family Services	Springfield	452-3200
Child & Family Services	Greenfield	774-6252
Community Action Family Center	Greenfield	475-1555

Parents' Hotline/Support Group Info

Parents' Stress Hotline	800-632-8188 (24 Hour)
Covenant House/Nine Line	800-999-9999 (24 Hour, parent support + any type of crisis)
Girls & Boys Town National Hotline	800-448-3000 (24 Hour, for you and parents in crisis)
Parents Helping Parents	800-882-1250 (9-5, support group referrals)

Abuse Reporting Hotlines

National Child Abuse Hotline		800-422-4453 (24 Hour)
Child Abuse – Dept. of Children & Families	Greenfield Holyoke Springfield	775-5000 493-2600 452-3200
Child at Risk Hotline		800-792-5200 (24 Hour)
Elder Abuse Hotline		800-922-2275 (24 Hour)
Persons with Disabilities Abuse Hotline		800-426-9009 (24 Hour)

Latina Resources

Gandara Mental Health	Springfield	736-8328
Casa Latina	Northampton	586-1569
Nueva Esperanza	Holyoke	533-9442

Elder Services

Highland Valley Elder Services	Northampton	586-2000
Cooley Hospice of Hampshire County	Northampton	584-1060
Social Security (OASDI)	Hotline	800-772-1213

West Mass Elder Care Services

Holyoke

538-9020

800-832-1901

Gay Lesbian Bisexual Transgender (GLBT) Resources

Network la Red - Survivors of Partner

Abuse

Life Course (Counseling Center) 585-1655

Stonewall Center – UMASS (gay/trans info, 545-4824 (day)

group meetings)

AIDS Services

AIDS Hotline 800-235-2331

Jewish Family Services 737-2601

VNA Hospice Alliance AIDS Care Hampshire County 586-8288 (M-F 9-5)

AIDS Counseling and Information 800-590-2437

Health Services

Cooley Dickinson Hospital Florence 586-8550

Holyoke Health Center Holyoke 420-2200

Mass Health Hotline 800-531-2229

WIC 800-WIC-1007 or 413-376-

1160

Poison Control

Toll Free Poison Hotline 800-682-9211

Resources for Food & Clothing

Salvation Army Springfield 733-1518

Northampton Survival Center Northampton 586-6564

Amherst Survival Center Amherst 549-3968

Open Pantry Springfield 736-2263

Emergency Energy Money

Salvation Army Springfield 733-1518

Western Mass Electric Company Offices 800-286-2828

Mass-Save 800-632-8300

Phone & Internet Cost Reductions

- **Lifeline**: Massachusetts telephone customers who are receiving financial assistance through SNAP, SSI, Medicaid, Federal Public Housing, Veteran Pensions & Survivor's Benefit, Income Below Federal Poverty guideline, Bureau of Indian Affairs TANF, Food Distribution on Indian Reservations (FDPIR), HEAD Start can also cut monthly telephone costs by \$9.50. Monthly internet discounts are also available.
- **Tribal Link-Up**: For individuals eligible for one of the above but also living on a Native American reservation.